

Employee Handbook



FOREWORD

THIS HANDBOOK IS THE PROPERTY OF RELENTLESS DEALER SERVICES, LLC IT CONTAINS CONFIDENTIAL INFORMATION; IT MAY NOT BE DUPLICATED, ENTERED INTO COMPUTER OR OTHER DATA STORAGE SYSTEMS, OR USED IN ANY MANNER WITHOUT THE EXPRESS WRITTEN CONSENT OF RELENTLESS DEALER SERVICES AND MUST BE RETURNED TO RELENTLESS DEALER SERVICES WHEN THE EMPLOYEE SEPARATES FROM EMPLOYMENT.

THIS HANDBOOK AND ITS MANAGERIAL GUIDELINES AND POLICIES SUPERSEDE ALL PREVIOUS MANUALS AND HANDBOOKS.

DISCLAIMER

This handbook serves as the guide for the relationship between the employee and Relentless Dealer Services Corporation (throughout this guide, called “Company”, “the Company”, “RDS”, or “Relentless Dealer Services.” There are several things to keep in mind about this handbook.

First, this handbook contains general information and guidelines and is not intended to be comprehensive or address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions to the Human Resources department.

Second, neither this handbook nor any other Company document confers any contractual right, either expressed or implied, to remain in the Company's employ. Nor does it guarantee any fixed terms and conditions of your employment. Employment is not for any specific time and may be terminated at will with or without cause and without prior notice by the Company, or you may resign for any reason at any time. No supervisor or other representative of the Company (except the President) has the authority to enter into any agreement for employment for any specified period of time or make any agreement contrary to the above.

Third, Relentless Dealer Services reserves the right to change employment policies, procedures, benefits, or this manual at any time. We will try to inform you of any changes as they occur. As necessary, all changes or updates will immediately become a part of this manual.

This handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except Relentless Dealer Services employees and others affiliated with Relentless Dealer Services whose knowledge of the information is required in the normal course of business.

Some subjects described in this handbook are covered in detail in official policy documents. Refer to these documents for specific information when the handbook only briefly summarizes those guidelines and benefits. Please note that the terms of the written insurance policies are controlling and override any statements made in this or other documents.

TABLE OF CONTENTS

Welcome	5
Who We Are	6
I. GENERAL POLICIES	7
Equal Employment Opportunity and Diversity Policy	7
Americans with Disabilities Act and Reasonable Accommodation.....	7
Statement of At-Will Employment Status.....	7
Integration Clause and the Right to Revise	7
II. EMPLOYMENT POLICIES AND PRACTICES	8
Employment Categories	8
Job Duties	8
Work Schedules.....	9
Breaks	9
Timekeeping Requirements	9
Payment of Wages	9
Overtime.....	9
Personnel Records.....	10
Employee References.....	10
Performance Evaluations	10
Voluntary Termination	10
III. STANDARD OF CONDUCT	11
Code of Conduct.....	11
Compliance with Laws, Rules & Regulations.....	11
Customer Transactions.....	11
Discrimination and Harassment	12
Sexual Harassment	12
Prohibited Conduct	14
Conflicts of Interest	14
Alcohol & Drug-Free Workplace/Substance Abuse	16
Punctuality and Attendance.....	17
Employee Parking.....	17
Dress Code.....	18
Return of Uniforms upon Termination of Employment.....	19
IV. OPERATIONAL CONSIDERATIONS	19
Confidential Information.....	19
Clean Desk Policy..	20
Employer Property	20
Employee Property.....	21
Use of Electronic Media	21
Using Social Media	22
Cell Phones	22

Tobacco Policies 24

Expense Reimbursement and Credit Cards..... 24

Conducting Personal Business..... 25

V. HEALTH AND SAFETY 25

Communicable Disease Policy.....25

VI. TIME OFF AND LEAVES OF ABSENCE..... 27

Requests for Time Off & Blackout Dates..... 28

Personal Leaves of Absence 28

Maternity Leave 28

Family and Medical Leave 29

Military Family Leave under FMLA..... 31

Jury Duty/Court Leave..... 31

Military Leave for Reserve Duty 31

Military Leave for Active Duty..... 32

VII. BENEFITS..... 33

Group Insurance Benefits..... 33

401(k) Plan..... 33

Unemployment Insurance..... 33

Worker’s Compensation..... 33

Employee Referral Program 34

Holidays35

Paid Time Off (PTO)..... 35

Gym Membership Reimbursement..... 37

Relentless Dealer Services University 37



Welcome to Relentless Dealer Services! Whether you have just joined our staff or have been with us for a while, our objective is to provide a challenging and rewarding work environment. We are a goal-driven company that believes in having “Fun with a Purpose!”

Please take the time to read this handbook carefully. It is your responsibility to know and understand its contents. At the same time, keep in mind that it is written as a guideline and cannot possibly address every aspect of your employment with Relentless Dealer Services. If you have any questions, we encourage you to speak with your manager or Human Resources.

Why We Exist

We exist to serve each other, our dealers, and their customers.

Our Culture

We expect the most out of ourselves.

We love people; the team, our partners, their customers, and our community are our priority.

We keep score.

We constantly find ways to improve.

We have fun.

We never gossip.

We always tell the truth.

We believe in confrontation; it is always *direct* and *respectful*.

Our Mission

We will never be satisfied

Serving each other, our dealer partners, and their customers is our priority.

Our products, training, and support protect the dealership, provide exceptional customer experience, and relentlessly drive performance and dealer wealth to unrealized levels.

Our Method

High Expectations, Clear Direction, Consistent Accountability

Build a Team of the right People

Ethical

Talented

Driven (and Competitive)

Create a Competitive, Fun Environment

Clear, High Expectations

Clearly Defined Process

Eagles Only

Keep Score

Challenging, Achievable Goals

Accurately & Consistently

KISS – no more than two primary metrics

Reward Performance

Affirmation

Compensation

Appreciation

I. GENERAL POLICIES

Equal Employment Opportunity and Diversity Policy

Relentless Dealer Services's equal employment opportunity and diversity policies are founded on our basic belief and respect for the individual. Accordingly, the Company believes in a work environment free from harassment related to race, color, religion, age, gender, national origin, sexual orientation, ancestry, citizenship, marital status, disability, veteran status, genetic information, or any other protected category under applicable law.

Our continuing commitment is to ensure that all employment decisions, personnel policies, and actions - such as recruitment, hiring, training, promotional opportunities, compensation, benefits, transfers, layoffs, termination, and social and recreation programs - are administered in a nondiscriminatory manner and in accordance with applicable laws and regulations.

RDS objective is to create an environment where our employees are recognized for their contributions to the business. Management will strive to communicate this attitude in all of the Company's business activities.

American with Disabilities Act (ADA) and Reasonable Accommodation

To ensure equal employment opportunities to qualified individuals with a disability, Relentless Dealer Services will make reasonable accommodations for the known disability of an otherwise qualified individual unless undue hardship on the operation of the business would result. Employees who may require reasonable accommodation should contact Human Resources.

Statement of At-Will Employment Status

Employment at Relentless Dealer Services is employment-at-will, subject to any state requirements as addressed in the state-specific policies in this Handbook. As an employee of the Company, you are employed at-will. You may be terminated with or without cause and with or without notice at any time by the employee or the Company unless otherwise stated in state-specific policies. No manager, supervisor, or employee of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the President of the Company has the authority to make any such agreement and then only in writing.

Integration Clause and the Right to Revise

This employee handbook contains the employment policies and practices of the Company in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

The Company reserves the right to revise, delete, or add to any and all policies, procedures, work rules, and benefits stated in this handbook or any other document, except for the at-will employment policy.

No oral statements or representations can in any way change or alter the provisions of this handbook.

II. EMPLOYMENT POLICIES AND PRACTICES

Employment Categories

Relentless Dealer Services defines employment classifications to ensure employees understand their employment status and benefits eligibility.

Each employee is designated as either non-exempt or exempt from federal and state wage and hour laws. Non-exempt employees are entitled to overtime pay under specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws. An employee's exempt and non-exempt classification may only be changed upon Company management's written notification.

Regular Full-Time Employees

Regular full-time employees are those who are typically scheduled to work and who do work a schedule of at least 30 hours per week. Following the completion of the introductory period required by the Company, regular full-time employees are eligible for most employee benefits described in this handbook.

Regular Part-Time Employees

Part-time employees are those who are typically scheduled to work less than 30 hours per week. Part-time employees may be assigned a work schedule in advance or may work on an as-needed basis. Part-time employees are not eligible for employee benefits except those that are mandated by law.

Temporary/Seasonal Employees

Temporary or Seasonal employees are those employed for short-term assignments. Short-term assignments will generally be for three months or less; however, such assignments may be extended. Temporary or Seasonal employees are not eligible for employee benefits except those that are mandated by law.

Job Duties

Your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects or to assist with other work necessary or important to the operation of your department or the Company. Your cooperation and assistance in performing such additional work are expected.

The Company reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

Work Schedules

Relentless Dealer Services is normally open for business between the hours of 8:00 a.m. to 6:00 p.m., Monday through Saturday, although hours may vary depending on location, department, season, or business needs. Your supervisor will assign your work schedule. It is expected that you will be ready to work at the start of your shift.

The workday (a consecutive 24-hour period) begins at 12:01 a.m. and ends at midnight. The workweek begins on Sunday at 12:01 a.m. and ends on Saturday at 11:59 p.m.

Breaks

You may take a 15-minute break for every four(4) hours worked. If you smoke, we ask that you smoke during your 15-minute breaks and only in the designated smoking area 50 feet away from the building.

Timekeeping Requirements

All non-exempt employees are required to record time worked accurately. Non-exempt employees must record their own time at the start and end of each workday and before and after the lunch break.

Exempt employees are not required to record their time worked.

Payment of Wages

Wages are paid in two-week periods, with payment occurring on the Friday following the end of the pay period. There are 26 pay dates in a calendar year.

Overtime

Your supervisor may ask or require you to work extra hours from time to time. To determine which hours constitute overtime, only actual hours worked in a given workweek will be counted. In other words, holiday pay, paid time off (PTO), or other hours are not included in the overtime calculation.

The Company will attempt to distribute overtime evenly and accommodate individual schedules. A supervisor must authorize all overtime work in advance, and working overtime without advance

authorization may result in disciplinary action up to and including termination of employment. The Company provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law as follows:

All hours worked in excess of 40 hours in one workweek will be treated as overtime. Overtime will be paid at a rate one and one-half times the employee's regular rate of pay. A workday begins at 12:01 a.m. and ends 24 hours later. A workweek begins each Sunday at 12:01 a.m.

Exempt employees may have to work hours beyond their normal schedules, as work demands require. No overtime compensation will be paid to exempt employees.

Personnel Records

The employee has a right to inspect certain documents in their personnel file, as provided by law, in the presence of the Human Resources Department at a mutually convenient time. No copies of documents in their file may be made, except for documents that they have previously signed. The employee can add their version of any disputed item to the file.

The Company will attempt to restrict disclosure of the employee's personnel file to authorized individuals within the Company only. Any request for information from personnel files must be directed to the Human Resources Department. Only the Human Resources Department is authorized to release information about current or former employees. Disclosure of personnel information to outside sources will be limited. However, the Company will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.

The Company is required by law to keep current all employees' names and addresses. Employees are responsible for updating the information in their personnel file.

Employee References

All requests for references must be directed to the Human Resources Department. No other manager, supervisor, or employee is authorized to release references for current or former employees. The Company's policy for references for employees who have left the Company is to disclose only the dates of employment and the title of the last position held.

Performance Evaluations

Your supervisor may conduct periodic reviews of your performance. The frequency of performance evaluations may vary depending upon the length of service, job position, past performance, changes in job duties, or recurring performance problems.

Voluntary Termination

If you choose to leave your employment with Relentless Dealer Services, all Company-owned property, including but not limited to vehicles, keys, uniforms, identification badges, credit cards, computers, telephones, security badges, key card/fob, and logo shirts must be returned immediately.

An employee who fails to report to work without notice, or approval by their supervisor will be considered a voluntary resignation.

III. STANDARD OF CONDUCT

Code of Conduct

Each Relentless Dealer Services employee is expected to conduct the Company's business with integrity and comply with applicable laws. RDS has established a Code of Conduct as a reference to guide employees in day-to-day decision-making. This includes but is not limited to:

- Avoiding situations where personal interests are, or appear to be, in conflict with Company interests.
- Protecting and properly using Company assets, including preserving the confidentiality of proprietary information and not acting on such information for personal benefit.
- Dealing fairly and honestly with all customers, suppliers, competitors, and colleagues.

We must all strive to cultivate a Company culture of honesty and accountability. Ethical conduct is not always clear-cut. Employees are encouraged to review the Relentless Dealer Services Code of Conduct and consult with management or Human Resources when in doubt about the best course of action.

Compliance with Laws, Rules & Regulations

Relentless Dealer Services intends to operate its business lawfully in every respect. All employees are expected to respect and comply with all applicable laws, rules, and regulations in locations in which we operate. You are not expected to know the details of the law, but you are expected to know enough to determine when to seek assistance from supervisors, managers, or other appropriate personnel, including the Company President.

Customer Transactions

At Relentless Dealer Services, we are committed to conducting all customer transactions clearly and transparently while holding financial matters in strict confidence. No employee may allow a customer to sign a blank document, nor allow anyone else to sign a customer's name to any document. Customers must always be given the "Customer Copy" of documents they sign.

The Company expects all employees to safeguard our customers' nonpublic, personal information. In no case may customer costs or rates be increased (or discounted by a lesser amount) due to non-business

or discriminatory reasons. Employees are expected to report any potential incident of non-compliance to the General Manager.

Discrimination and Harassment

The Company has a policy of zero tolerance for discrimination or harassment based on race, color, religion, age, gender, national origin, creed, ancestry, citizenship, marital status, disability, veteran status, sexual orientation, genetic information, gender identity, or any other protected category under applicable law. Harassment includes any comments, jokes, or gestures that may reasonably be considered offensive; or any conduct or statement creating an intimidating, hostile, or offensive work environment.

Sexual Harassment

Relentless Dealer Services is committed to providing a workplace that is free from sexual harassment. Sexual harassment in the workplace is against the law and will not be tolerated. RDS will investigate all claims of sexual harassment. When Relentless Dealer Services determines that an allegation of sexual harassment is credible, it will take prompt and appropriate corrective action.

What Is Sexual Harassment?

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- 1) An employment decision affecting that individual is made because the individual submitted to or rejected the unwelcome conduct; or
- 2) The unwelcome conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or abusive work environment.

Certain behaviors, such as conditioning promotions, awards, training, or other job benefits upon acceptance of unwelcome actions of a sexual nature, are always wrong.

Unwelcome actions such as the following are inappropriate and, depending on the circumstances, may in and of themselves meet the definition of sexual harassment or contribute to a hostile work environment:

- Sexual pranks, or repeated sexual teasing, jokes, or innuendo, in person or via e-mail
- Verbal abuse of a sexual nature
- Touching or grabbing of a sexual nature
- Repeatedly standing too close to or brushing up against a person
- Repeatedly asking a person to socialize during off-duty hours when the person has said no or has indicated they are not interested (supervisors, in particular, should be careful not to pressure their employees to socialize)
- Giving gifts or leaving sexually suggestive objects
- Repeatedly making sexually suggestive gestures
- Making or posting sexually demeaning or offensive pictures, cartoons, or other materials in the workplace

- Off-duty, unwelcome conduct of a sexual nature that affects the work environment

A victim of sexual harassment can be anyone. The victim can be of the same sex as the harasser. The harasser can be a supervisor, co-worker, or non-employee who has a business relationship with Relentless Dealer Services.

This policy applies to all Company employees and non-employees who work closely with Relentless Dealer Services employees. All incidents of harassment should be reported whether the alleged suspect or victim is a Relentless Dealer Services employee or non-employee.

RDS Responsibilities Under This Policy

If RDS receives an allegation of sexual harassment or has reason to believe sexual harassment is occurring, we will take the necessary steps to ensure that the matter is promptly investigated and addressed. If the allegation is determined to be credible, RDS will take immediate and effective measures to end the unwelcome behavior.

RDS will seek to protect the identities of the alleged victim and harasser, except as reasonably necessary (for example, to complete an investigation successfully). RDS will also take the necessary steps to protect from retaliation those employees who in good faith report incidents of potential sexual harassment. It is a violation of federal law and this policy to retaliate against someone who has reported possible sexual harassment. Violators may be subject to discipline.

Employees who have been found by RDS to have subjected another employee to unwelcome conduct of a sexual nature, whether such behavior meets the legal definition of sexual harassment or not, will be subject to discipline or other appropriate management action. Discipline will be appropriate to the circumstances.

Employees' Rights and Responsibilities Under This Policy

Any employee who believes they have been the target of sexual harassment is encouraged to inform the offending person orally or in writing that such conduct is unwelcome and offensive and must stop. If the employee does not wish to communicate directly with the offending person, or if such communication has been ineffective, the employee has multiple avenues for reporting allegations of sexual harassment and pursuing a resolution.

Employees are encouraged to report the unwelcome conduct as soon as possible to Human Resources and their manager or another member of management.

All employees who observe, are informed of, or reasonably suspect incidents of possible sexual harassment must immediately report such incidents to Human Resources or a member of management. If an employee fails to report such incidents to Human Resources or a member of management, such failure will be considered a violation of this policy and may result in disciplinary action.

Non-Retaliation

Retaliation against employees for raising concerns is prohibited. Employees who suspect or believe someone is being retaliated against should report their concern immediately to Human Resources.

Prohibited Conduct

The following conduct is prohibited and will not be tolerated by the Company. This list of prohibited conduct is provided for illustrative purposes and is not intended to be an all-inclusive list. Should you have questions about a specific issue, contact your manager or Human Resources for guidance.

- Falsification of employment records, employment information or other Company records.
- Recording the work time of another employee or allowing any other employee to record your work time or allowing falsification of any time sheet.
- Theft, deliberate or careless damage, or destruction of any Company property or the property of any employee or customer.
- Removing or borrowing Company property without prior authorization.
- Unauthorized use of Company equipment, time, materials, or facilities.
- Provoking a fight or fighting during working hours or on Company premises.
- Illegal or unethical off-duty conduct that adversely affects the Company's legitimate business interests or the employee's ability to perform their job
- Borrowing money or attempting to borrow money from a subordinate employee.
- Insubordination, including but not limited to failure or refusal to follow instructions of a supervisor or member of management.
- Using vulgar, abusive, or threatening language at any time on Company premises.
- Sleeping or malingering on the job.
- Violation of any safety, health, security or Company policies, rules or procedures.
- Committing a fraudulent act or a breach of trust under any circumstances.
- Improper use of the Internet or the company's e-mail system.
- Viewing, downloading, or distribution of pornographic material anywhere in the workplace or during work hours.
- Intoxication or abuse of controlled substances around employees, prospects, clients, partners, or at Company events or trade shows.
- Participating in inappropriate entertainment activities with employees, prospects, clients, or partners at Company events or trade shows.

Any violation of either the Code of Conduct or the Prohibited Conduct rules will result in an investigation. Based on the investigation's findings, further disciplinary action may be taken up to and including termination of employment.

This statement of prohibited conduct does not alter the Company's policy of at-will employment. Either you or the Company remains free to terminate the employment relationship at any time, with or without reason or advance notice.

Conflicts of Interest

Situations of actual or potential conflict of interest are to be avoided by all employees. In general, employees are advised to refrain from letting personal and financial interests and external activities come into opposition with the Company's fundamental interests. Personal relationships, outside

employment, and gifts/spiffs are addressed below, although these are not the only forms of employee conflict of interest. Should you have questions about what may constitute a conflict of interest, please contact Human Resources.

Personal Relationships

Personal or romantic involvement with a subordinate employee of the Company creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems. If a supervisor-subordinate relationship arises, management needs to be notified immediately.

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to their immediate supervisor, or any other appropriate supervisor, for a determination as to whether a potential or actual conflict exists. If an actual or potential conflict is determined, the Company may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action.

Outside Employment

You may not obtain outside employment or work in any occupation which creates an actual or perceived conflict of interest with your work at Relentless Dealer Services. You are required to advise your supervisor of any outside employment so that any conflict is addressed appropriately.

The following types of outside employment are strictly prohibited:

- Employment that conflicts with an employee's work schedule, duties, and responsibilities
- Employment that impairs or has a detrimental effect on the employee's work performance with the Company
- Employment that requires that employee to conduct work or related activities on the Company's property, during the employer's working hours, or using the employer's facilities and equipment
- Employment that directly or indirectly competes with the business interests of the Company

Gifts/Spiffs

Decisions should always be free from even a perception that favorable treatment was sought, received, or given as a result of furnishing or receiving gifts. The giving or receiving of anything of value to induce such decisions is prohibited. If you have any questions regarding whether a gift is inappropriate or inconsistent with RDS Code of Conduct, contact Human Resources or the Company President.

From time to time, RDS business partners or vendors may offer incentives or "spiffs" to our employees. These are common practices in our industry and are generally acceptable under this policy. To ensure transparency and avoid perceived conflicts of interest, HR must be notified of all "spiff" incentive programs in which Relentless Dealer Services employees are participating.

Alcohol and Drug-Free Workplace/Substance Abuse

It is the policy of the Company to maintain a drug and alcohol-free workplace. Employees who use, possess, or sell illegal substances or abuse alcohol during Company time and on Company property will be disciplined by the Company, which may include being terminated from employment. Additionally, the Company will not tolerate abuse of legal substances that adversely affect work productivity, safety, or an employee's overall performance. Subject to applicable state laws, as an employee of the Company, you may be subject to the following types of drug and alcohol tests: (a) Baseline; (b) Pre-employment; (c) Post-Accident (d) Random; (e) Return to duty; (f) Follow-up; (g) Reasonable suspicion. A positive test, refusal to take a test, adulteration of a test, or any other violation of this policy may result in disciplinary action up to and including termination.

Manufacturing, selling, distributing, dispensing, and possessing alcohol/illegal drugs on Company time and property is grounds for immediate dismissal.

Under this policy, illegal substances are defined as illicit/illegal drugs that are not legally obtainable and drugs that are legally obtainable but have been obtained or used illegally. Legal substances include (a) controlled substances or other prescription medications that are prescribed or administered by a licensed physician, (b) exempt controlled substance drugs purchased legally, (c) over-the-counter drugs purchased legally, and (d) alcoholic beverages. Legal substances also include those described in (a), (b), and (c) above but are prescribed for members of an employee's immediate family/household and used for legitimate medical reasons. Drug screening or drug testing is laboratory screening for drugs in the urine, using cutoff levels established by the Substance Abuse and Mental Health Service Administration (SAMHSA) under the U.S. Department of Health and Human Services.

To enforce this policy, the Company reserves the right to conduct searches of Company property, employees, and their personal property located on Company premises as allowed under applicable law, and implement other measures necessary, including random drug testing, to deter and detect abuse of this policy.

An employee's conviction on a charge of illegal sale or possession of any controlled substance while off Company property will not be tolerated. Even though off duty, such conduct reflects adversely on the Company and is subject to disciplinary action up to and including termination.

Any employee who is using prescription or over-the-counter drugs that may impair the employee's ability to perform their job safely, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

The Company encourages and may reasonably accommodate employees with chemical dependencies (alcohol or drug) to seek treatment and rehabilitation. The Company will only provide reasonable accommodation to an employee who voluntarily admits to the Company they have a chemical dependency and is not in violation of the policies in this handbook. To this end, employees desiring such assistance should request a treatment or rehabilitation leave. The Company is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is the Company obligated to re-employ any person who has participated in treatment and rehabilitation if that person's job performance remains impaired as a result of dependency. Additionally, employees who are given the opportunity to seek treatment and/or

rehabilitation, but fail to overcome their dependency or problem successfully, will not automatically be given a second opportunity to seek treatment and rehabilitation.

Punctuality and Attendance

Absences and tardiness affect our Company's ability to provide exceptional service to our customers. As an employee of Relentless Dealer Services, we expect you to report to work as scheduled, on time, and prepared to begin work. Late arrival, early departure, or absences from scheduled hours are disruptive and should be avoided.

If you are unable to report for work as scheduled, contact your supervisor as soon as possible. If your supervisor is not available, contact another member of management. In all cases of absence or tardiness, provide your supervisor with an honest reason or explanation.

Except for extenuating circumstances, if an employee fails to report for work without any notification to the supervisor, the Company may consider that the employee has abandoned employment and has voluntarily resigned from employment.

Employee Parking

Employees are expected to park in designated employee parking areas only. Please contact your manager for information on designated parking areas at your location.

Dress Code

At Relentless Dealer Services, we aim to create an inviting and comfortable environment for our employees and customers. As an employee of Relentless Dealer Services, your appearance creates an impression of the Relentless Dealer Services brand and a lasting image for our customers.

The Relentless Dealer Services look is always smart and professional. Regardless of your role or work location, attire must always be properly fitting, laundered, and free of holes, rips, or tears. This includes footwear.

Guidelines apply to all positions to ensure each Relentless Dealer Services employees present a positive image to our customers, vendors, co-workers, and community::

- Hair should be well-trimmed and neatly done at all times.
- Facial hair should be kept neat and clean, trimmed, and look professional. No stubble.
- If you must wear perfume/cologne, keep it mild. Remember that many of your customers and co-workers may be allergic to the chemicals in perfumes and makeup. If you are aware of a co-worker with this allergy, please be considerate and limit or forego the use of such products on workdays. The use of deodorant/antiperspirant is advised to combat body odor.
- Displaying offensive or vulgar tattoos is never permitted under any circumstances.
- Jewelry and piercings must be non-distracting and appropriate for the job role. Facial piercings and gauges are generally not permitted.

- Footwear must always be appropriate for the job role. Flip-flops are unacceptable in any job role.
- Pants must be professional and free from excessive visible stitching or embellishments. Faded, light-colored (except khaki/tan), or patterned shorts/pants are not acceptable. Cargo pants/shorts are not acceptable attire. Leggings/yoga pants are not acceptable.
- Shorts/skirts must be of appropriate length (no more than 3 inches above the knee).

The General Manager at your location may, from time to time, make adjustments to the Relentless Dealer Services dress code policy at their discretion and with approval from Relentless Dealer Services leadership. Please contact your direct manager or General Manager if you have questions regarding the dress code at your locations.

Name Tags

If your role, store, or department requires it, name tags must be worn. They must be visible at all times and placed on either the right or left chest of your shirt (opposite side of the logo). Your manager can advise if name tags are required for your role.

Special Events

Relentless Dealer Services participates in events, promotions, and sales either on or off-site throughout the year. As an employee at one of these functions, you will be expected to wear appropriate Relentless Dealer Services work attire during event hours. If special event clothing is not provided to you, you will be expected to wear your normal workwear.

Replacement of Relentless Dealer Services Logo Shirts

Every nine months, each employee can order five more shirts to add to their work attire that will be paid for by Relentless Dealer Services. If an employee needs more work shirts before the nine-month mark, it will be the employee's responsibility to purchase the additional shirt(s).

Enforcement

If an employee comes to work in unapproved work attire, that employee may be asked to go home and change or otherwise correct their appearance. If consistent violations of the Relentless Dealer Services appearance policy continue, disciplinary action up to and including termination may be taken.

Return of Uniforms upon Termination of Employment

At the time of an employee's termination from Relentless Dealer Services (voluntary or involuntary), all issued workwear must be returned to the company. If an employee does not return their work attire, \$50 per workwear item may be deducted from the employee's final paycheck. Each employee will have up to 4 working days to return all work attire back to Relentless Dealer Services, or a deduction of up to

\$250 from their final paycheck may occur. There may be no reimbursement for any work attire returned after the paycheck has been issued.

Each employee is required to acknowledge the Receipt of Uniform and Property form. This form keeps track of what each employee has received from Relentless Dealer Services and the value of each uniform item.

IV. OPERATIONAL CONSIDERATIONS

Confidential Information

The protection of confidential business information and trade secrets is vital to the interests and success of Relentless Dealer Services. Such confidential information includes, but is not limited to, the following:

- Customer Information
- Financial Information
- Marketing Strategies
- Pending Projects and Proposals
- Research and Development Strategies
- Trade Secrets
- Proprietary information

Whether about the Company, its customers, suppliers, or employees, all information is strictly confidential. This information may not be disclosed to anyone, including family members, anyone outside the Company, or to any employee who is not entitled to the information, either during employment or after. Any doubts about the confidentiality of information should be resolved in favor of confidentiality. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary and legal action, even if they do not benefit from the disclosed information.

Clean Desk Policy

To help protect the security of customers, employees, and proprietary information (“Sensitive Information”), Relentless Dealer Services has a Clean Desk Policy. The purpose of this policy is to ensure that sensitive information, whether on paper or electronic, is properly secured and protected from unauthorized access.

Sensitive Information includes, but is not limited to, customer and employee personal information, MSOs/Titles, Checks, and banking information, EVO reports, and other documents showing Company data and results.

The following actions are required to comply with the Clean Desk Policy:

- All Sensitive Information must be removed from your workspace and secured in a desk drawer or locked area at the end of a workday
- Computer workstations must be locked when your workspace is unoccupied. To lock your workstation, press the ctrl, alt, and delete buttons on your keyboard simultaneously, and choose the “lock” option

- File cabinets containing Sensitive Information must be kept closed and locked when not in use or when left unattended
- Documents containing Sensitive Information must be properly disposed of in secure shred bins

Employer Property

All Company property must be maintained according to Company rules and regulations. Company property must be kept clean and be used only for work-related purposes. The Company reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the employee and in the employee's absence.

Voice mail and Electronic mail (E-mail) are to be used for business purposes only. The Company reserves the right to listen to voice mail messages and to access E-mail messages to ensure compliance with this rule, without notice to the employee and in the employee's absence.

It may be necessary to assign and change "passwords" and personal codes for the voice mail, E-mail, computer logon, or anything requiring a password. These items are to be used for Company business, and they remain the property of the Company. The Company may keep a record of all passwords/codes used and may be able to override any such password system.

Prior authorization must be obtained before any Company property may be removed from the premises. Employees who are issued notebooks, cellular phones, etc., will be required to check out this equipment and sign a property checkout form. Any lost or stolen equipment should be reported within 48 hours to your supervisor.

Employee Property

For security reasons, employees should not leave personal belongings of value in the workplace. RDS is not responsible for the loss or theft of employee personal property.

Terminated employees should remove any personal items at the time they leave the Company. Personal items left in the workplace by previous employees are subject to disposal if not claimed at the time of the employee's termination.

Use of Electronic Media

The Company uses various forms of electronic communication including, but not limited to E-mail, telephones, voicemail, fax machines, etc. All electronic communications, including all software and hardware, remain the sole property of the Company and are to be used only for Company business.

Electronic communication/media, including e-mails and postings on Company communication platforms, may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose which is illegal, against Company policy, or not in the best interest of the Company. Improper use of the Company's e-mail systems, distribution lists, communication platforms, or other

electronic media can result in disciplinary action up to and including termination of employment. There is no excuse for downloading and or viewing material that could be offensive to other employees.

Employees who misuse electronic communications and engage in defamation, copyright, or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions will be subject to immediate termination.

Employees may not install personal software on Company computer systems. All electronic information created by any employee using Company property and using any means of electronic communication is the property of the Company and remains the property of the Company. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the Company's ownership of the electronic information.

Employees are not permitted to access the electronic communications of other employees or third parties unless directed to do so by Company management.

Employees should use extreme caution when communicating confidential or sensitive information or any trade secrets via any electronic medium.

Access to the Internet, Web sites and other types of Company-paid computer access are to be used for Company-related business only. Your manager must approve any information about the Company, its products or services, or other types of information that will appear in the electronic media about the Company before the information is placed on an electronic information source.

Questions about access to electronic communications or issues relating to security may be directed to Human Resources for referral to the appropriate contact.

Using Social Media

Social media is an important, dynamic way for people to communicate and create content. If used appropriately, social media can be an efficient means of sharing information, marketing, and communicating with the Company's consumers and business partners. However, if used improperly, social media may expose the Company to additional risk.

When using social media, employees should be careful not to divulge any confidential information about the Company. Employees may not use social media to disparage the Company's customers, suppliers, or related parties or to make misleading or unsupported statements about the Company, its business or its products, or those of its competitors. Although the Company does not seek to control or monitor personal participation in social media, employees should not give the impression that the voices and opinions they express online are those of the Company unless their job duties include sharing such views.

Keep in mind that any of your online conduct that adversely affects your job performance, the performance of fellow employees, or otherwise adversely affects RDS customers, suppliers, or other legitimate business interests may result in disciplinary action up to and including termination.

Cell Phones

Relentless Dealer Services recognizes that cell phones are important tools for conducting both work-related and personal interactions. The following are RDS basic guidelines for proper employee cell phone use during work hours. Cell phones should not be used when they could pose a security or safety risk or when they distract from work tasks.

Personal Cell Phones

Relentless Dealer Services recognizes that cell phones and smartphones have become an integral part of everyday life. Employees may choose to use their personal cell phones to facilitate work-related communications, however, Relentless Dealer Services does not provide reimbursement for personal cell phone use.

Although Relentless Dealer Services allows employees to use their personal cell phones at work, we expect employees to keep personal conversations to a minimum during work hours. While occasional, brief personal phone calls are acceptable, frequent or lengthy personal calls can affect productivity and disturb others. For this reason, we generally expect employees to make and receive personal phone calls during breaks only.

Employees must turn off the ringers on their cell phones while away from their cell phones. If you share a workspace with others, you must turn off the ringer on your phone while at work.

Employees must turn off their cell phones or leave their phones elsewhere during meetings, presentations, or training. Employees must also turn off their cell phones or leave their phones elsewhere while meeting with clients or serving customers.

It is inappropriate to interrupt a face-to-face conversation with a customer or co-worker in order to take a personal phone call.

Remember, others can hear your cell phone conversations. Try to talk quietly and save intimate discussions for another time.

Company-issued Cell Phones

For certain roles, and at its sole discretion, Relentless Dealer Services may elect to provide a company-issued cell phone. Company-issued cell phones are Company property and subject to the Relentless Dealer Services Cell Phone Policy, which can be obtained from Human Resources.

Cell Phones while Driving

We know that our employees may use their cell phones for work-related matters, whether these devices belong to the employee or are issued by the Company.

Aside from the exception noted below under the header Hands-Free Equipment, employees are prohibited from using cell phones for work-related matters while driving. We are concerned for your safety and for the safety of other drivers and pedestrians, and using a cell phone while driving can lead to accidents.

If you must make a work-related call while driving, you must wait until you can pull over safely and stop the car before placing your call. If you receive a work-related call while driving, you must ask the caller to wait while you pull over safely and stop the car. If you are unable to pull over safely, you must tell the caller that you will have to call back when it is safe to do so.

Hands-Free Equipment

Employees may use hands-free equipment to make or answer calls while driving without violating this policy. However, safety must always be your first priority. We expect you to keep these calls brief. If you are unable to concentrate fully on the road because of weather, traffic conditions, or any other reason, you must either end the conversation or pull over and safely park your vehicle before resuming your call.

Tobacco Policies

Because we recognize the hazards caused by exposure to environmental tobacco smoke and the negative health consequences linked to the use of all forms of tobacco, RDS restricts the use of tobacco in our workplace.

Smoking or the use of e-cigarettes (vaping) is not allowed in any enclosed area of the Company facilities. Smoking will be allowed during the employee's break time (one 15-minute break for every four hours worked) in designated smoking areas 50 feet away from the building.

No tobacco products (including chewing tobacco, spit cups, and the like) should ever be in view of customers or used in a way that is discourteous to your fellow team members.

RDS offers free Tobacco Cessation resources through our medical insurance provider.

Expense Reimbursement and Company Credit Cards

Relentless Dealer Services will reimburse employees for all necessary, reasonable, and properly approved expenses. All employees are expected to exercise good business judgment when incurring expenses on behalf of the Company. Please see the Company's Expense and Travel Policy & Procedures Manual for additional information.

All reimbursements are completed through Expense Path. Receipts are required for any expense in excess of \$20, although employees are encouraged to submit receipts for all expenses. An itemized receipt is required unless an itemized version is not available.

Expenses must be submitted in a timely manner. Expense reports are due weekly by the end of business each Friday. If a Company credit card holder has charges that have not been submitted within one

month, a written warning will be issued. If a Company credit card holder has charges that have not been submitted within two months, the card holder's credit card will be canceled until all outstanding expense reports are brought current.

Conducting Personal Business

Employees are to conduct only Company business while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours.

V. Health and Safety

It is the policy of Relentless Dealer Services to ensure a safe and healthy workplace for all its employees. Injury and illness losses are costly and preventable. Relentless Dealer Services has an effective accident and illness prevention program that involves all employees in an effort to eliminate workplace hazards and incidents.

All employees are expected and encouraged to participate in safety and health program activities, including the following:

- Reporting hazards, unsafe work practices, and accidents immediately to their manager, supervisor, or other members of management
- Wearing required personal protective equipment
- Participating in and supporting safety-related activities and initiatives

Management is accountable for taking action to prevent workplace incidents, injuries and illnesses, and will consider all employee suggestions for achieving a safer, healthier workplace. Management team members will regularly review the Company's safety and health program, provide top-level support for safety program initiatives, and will keep informed about workplace safety and health hazards.

Any workplace accidents or injuries must be reported immediately to on-site management and Human Resources.

Communicable Disease Policy

Relentless Dealer Services will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of Relentless Dealer Services during any such time period to strive to operate effectively, ensure that all essential services are continuously provided and that employees are safe within the workplace.

Relentless Dealer Services will endeavor to make informed decisions using current guidance from established sources such as the Centers for Disease Control (CDC), the Occupational Safety and Health Administration (OSHA), and local health departments in establishing guidelines for employees and managers. This policy is intended as a guide and may be updated or modified based on individual circumstances and/or specific characteristics of any outbreak, epidemic, or pandemic.

Preventing the Spread of Infection in the Workplace

We ask all employees to cooperate in taking steps to reduce the transmission of infectious diseases in the workplace. Not coming to work when sick, employing good hygiene practices, practicing physical distancing, and implementing enhanced cleaning protocols are our best strategies for maintaining the health of our employees, customers, and business.

Staying Home When Sick

Many times, with the best of intentions, employees report to work even though they feel ill. During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and experiencing symptoms. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Employees who report to work ill will be sent home in accordance with these health guidelines.

Relentless Dealer Services may implement additional programs, including daily temperature screening and other screening measures based on CDC, OSHA and other government entity recommendations to ensure employees are not working while ill.

Unless otherwise notified, our normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of childcare should schools close and speak with supervisors about the potential to work on an alternative work schedule.

Personal Hygiene Practices

Frequent hand washing with warm, soapy water remains the most effective method for minimizing the spread of communicable diseases through contact. When handwashing is not possible, using an alcohol-based hand rub that contains 60% alcohol is also effective.

Cover your mouth and nose with a tissue when you sneeze or cough, and discard used tissues in a wastebasket. Avoid touching your mouth, nose, and eyes.

Physical Distancing

In the event of an infectious disease outbreak, Relentless Dealer Services may implement these and other guidelines to minimize the spread of the disease among our staff.

1. Avoiding sustained close contact (within 6 feet) with customers and co-workers
2. Requiring the use of cloth face coverings when close contact cannot be avoided
3. Restricting handshakes and other close-contact behaviors with customers and co-workers
4. Prohibiting desk, phone, and work area sharing
5. Limiting or eliminating nonessential travel
6. Prohibiting in-person employee gatherings where physical distancing cannot be maintained

Cleaning Protocols

Relentless Dealer Services will take the necessary actions to ensure a clean workplace, including regular cleaning of objects and areas frequently used, such as bathrooms, breakrooms, conference rooms, door handles, and railings. Additional cleaning duties may be assigned to employees during the workday to ensure regular disinfecting of high-touch areas.

Requests for Medical Information and Documentation

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and your health care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate for you to return to work. As always, we expect and appreciate your cooperation if and when medical information is sought.

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

VI. TIME OFF AND LEAVES OF ABSENCE

Request for Time Off & Blackout Dates

All requests for time off during a normally scheduled workweek must be approved by your direct supervisor. Time off may not be taken until you have received notice that it has been approved, and therefore should be requested in advance and with as much notice as possible. Contact your Supervisor for information on how to request time off.

While management will make every attempt to allow for time off, we are in the service industry, and scheduling is driven by our customers' needs. Time off may not be available or be extremely limited during the week before Memorial Day, the 4th of July, and Labor Day, and during your store's winterization event days (blackout dates). Managers may elect to have additional blackout dates where no time off will be granted.

Personal Leaves of Absence

The Company may grant a leave of absence to employees in certain circumstances. Requests for personal leave should be limited to unusual circumstances requiring an absence of longer than two weeks. Approved personal absences of shorter duration are not normally treated as leaves but rather as excused absences without pay.

It is important to request any leave in writing as far in advance as possible, keep in touch with your supervisor during your leave, and give prompt notice if there is any change in your return date. If your leave expires and you have not contacted your supervisor or the Company, it is assumed you do not plan to return and that you have voluntarily resigned from your employment. Upon return from an approved leave of absence, you will be credited with the full employment status which existed prior to the start of the leave.

The Company does not continue to pay premiums for health insurance coverage for employees on personal leaves of absence.

Maternity Leave

Pregnancy, childbirth, or related medical conditions will be treated in the same manner as a medical disability, and an employee on leave will be eligible for temporary disability benefits in the same amount and degree as any other employee on leave.

- Employees who intend to take maternity leave should provide a written notice to Human Resources, including the anticipated time and duration of the leave. If the need for maternity leave is foreseeable, RDS asks that employees provide at least 30 days advance notice so that appropriate arrangements may be made to minimize disruption of Company Operations.

Human Resources will assist with making arrangements for payment of benefit deductions while the employee is on leave.

- If requested by the employee and recommended by the employee’s physician, the employee’s work assignment may be changed as necessary to protect the health and safety of the employee and child.
- Maternity leave usually will begin when ordered by the employee’s physician. The employee must provide the Company with a certification from a health care provider. The certification should contain:
 - The date, specified by the employee’s physician, when disability leave should begin.
 - The probable duration, period, or periods of disability.
 - A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of their position without undue risk to herself, the successful completion of their pregnancy, or to others.
- Leave returns will be allowed only when the employee’s physician sends a release.
- Duration of the leave will be determined by the advice of the employee’s physician.

Leave does not need to be taken in one continuous period of time and may be taken intermittently.

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from maternity leave, an employee will be reinstated to their position held at the time the leave began or to an equivalent position, if available. An employee returning from maternity leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on maternity leave would have been laid off had they not gone on leave, or if the employee’s position has been eliminated or filled in order to avoid undermining the Company’s ability to operate safely and efficiently during the leave, and there are not equivalent or comparable positions available, then the employee would not be entitled to reinstatement.

Family and Medical Leave

Relentless Dealer Services complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The company also abides by any state and local leave laws. Please note that there are many requirements, qualifications, and exceptions under these laws, and each employee’s situation is different. Contact Human Resources to discuss your individual situation.

Regular full-time employees (after one year of service) and regular part-time employees (after one year of service and working 1250 hours during the 12 months prior to the start of leave) are eligible for up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave.

FMLA Leave may be taken for any of the following reasons:

- For incapacity due to pregnancy, prenatal medical care, or child birth
- To care for the employee’s child after birth or placement for adoption or foster care
- To care for the employee’s spouse, child, or parent who has a serious health condition
- For the employee’s own serious health condition that makes them unable to work

Benefits During Family and Medical Leave (FMLA)

During FMLA leave, the Company will maintain the employee’s group insurance coverage on the same terms as if the employee had continued to work.

Obtaining Family and Medical Leave (FMLA)

FMLA may be initiated by either the Company or the employee.

The Company may initiate FMLA when made aware of a qualifying situation under the terms of leave. When this occurs, Human Resources will provide the employee with a written notification. Employees may not waive their rights to FMLA.

Employees may initiate FMLA by making a request through Human Resources. Employees who are taking FMLA due to pregnancy, childbirth, or for their own serious health condition will be required to provide a certification from their health care provider. Similarly, employees who take FMLA to care for a family member must provide certification from a health care provider verifying the qualified relationship of the family member and the family member’s medical situation. All requests for FMLA should be made at least 30 days before the anticipated start of the leave period whenever possible to ensure timely processing

Employment While on FMLA

Employees on FMLA may not engage in any gainful employment for another company or be self-employed, nor can an employee on FMLA apply for state unemployment benefits.

Reinstatement to Active Employment

Reinstatement to active employment following FMLA will be as follows:

- Employees on FMLA because of their own health are expected to return to work when they are able and are reinstated to active employment when released to return by their personal physician. If the release carries restrictions, return to work will be contingent upon the Company’s ability to provide suitable work.

- Employees on FMLA for a reason other than their own serious health condition will be restored to active employment status upon their return to work at the expiration of the approved leave period.

Employees returning from FMLA will be restored to the same or equivalent position, with equivalent pay and benefits, unless they would have been laid off if not on leave. The employee's immediate supervisor should notify Human Resources when the employee returns to work.

Military Family Leave under FMLA

Regular full-time employees (after one year of service) and regular part-time employees (after one year of service and working 1250 hours during the 12 months prior to the start of leave) are eligible for Military Family Leave for the following reasons:

- Qualifying Exigency Leave may be available if the employee's spouse, parent, son, or daughter is a military member who is deployed or has been notified of an impending deployment to a foreign country. This type of leave allows you to take up to a total of 12 workweeks of FMLA leave for certain qualifying exigencies.
- Military Caregiver Leave may be available if you are the spouse, parent, son, daughter, or next-of-kin of a covered servicemember. This type of leave allows you to take up to a total of 26 workweeks of unpaid leave during a single 12-month period to care for the servicemember with a serious injury or illness.

Please contact Human Resources for more information on Military Family Leave.

Court/Jury Duty Leave

A regular full-time employee who is called for jury duty or who is required by court process to attend court proceedings but who is not a principal or has no financial interest in the case is given time off with regular pay. Employees will be expected to report to their regular duties when excused from court attendance.

Military Leave for Reserve Duty

Regular full-time and part-time employees may apply for a Reserve Military Leave of Absence to attend regularly scheduled short-term training requirements of the U.S. armed forces, including the National Guard. Paid benefits are only available for regular full-time employees.

To apply for this leave, employees should submit a written request (approved by their immediate manager) and a copy of their orders to Human Resources.

The effective date of the Military Leave for training is the first day of absence that the employee would normally have reported to work, and the leave continues until the employee is released from the training period. For the purpose of this leave (including emergency duty as discussed below), the calculation used for determining both the length of leave and pay benefits while on leave will be based on the assumption that the employee is assigned to a basic work week of five 8-hour workdays.

Pay Benefits While on Leave

A regular, full-time employee returning to active Company service from reserve military leave is allowed the difference between the amount of regular pay that would have been earned and any lesser military pay for the allowable reserve military leave period (including pay received for weekends that fall within or at the end of the leave period). For this purpose, military pay does not include allowances received for rent, subsistence, travel, and uniforms.

An employee in the National Guard or in a reserve unit who is ordered to active duty; (1) for failure to perform military obligations, (2) to earn military promotions, or (3) for enhancement of military occupation expertise may be granted military leave but not pay or benefits.

Emergency Duty

Regular, full-time employees who are members of the National Guard and who are called for emergency duty in their state will be granted up to 160 hours of paid Military Leave per calendar year. During this time, the Company will pay the difference, if any, between total emergency duty pay (less allowances for rent, subsistence, travel, and uniforms) and the employee's regular pay for the actual number of working days, to a maximum of 160 hours.

Military Leave for Active Duty

Employees who are drafted or who volunteer in the armed services of the United States in a time of national emergency or who are called to active duty as reservists will be placed on extended Military

Leave for Active Duty without pay. Alternatively, such employees may elect to terminate their employment.

Employees on Military Leave of Absence for Active Duty are entitled to veterans' reemployment rights as established by federal law.

To initiate military leave, employees should contact Human Resources or their immediate supervisor and submit a request for leave.

An employee returning from Military Leave for Active Duty must request reinstatement to active Company service according to the federal statute governing veterans' reemployment rights.

VII. BENEFITS

Group Insurance Benefits

RDS recognizes the importance of providing a comprehensive and competitive benefits program for our regular full-time employees and pays a portion of the costs on our employees' behalf. Eligible employees may enroll for most insurance programs on the first of the following month after completing 30 days of continuous employment. Available coverage includes medical, dental, vision, life insurance, employee assistance program, health savings accounts, and flexible spending accounts. If eligible, you will receive details on the types of coverage and costs for each plan from Human Resources. The Company reserves the right to modify our benefit programs at any time, and should the information provided here conflict with the insurance plan documents, the full plan document will control.

401(K) Plan

The Company provides a 401(k) savings plan to provide an opportunity for our employees to accumulate funds that can be applied toward reaching their long-range financial and retirement goals. You are eligible to participate in the plan following six(6) months of continuous employment and completion of 500 hours of service. RDS matches the first 5% of your contributions. Details of the Plan can be reviewed by referring to the Plan's specific language.

Unemployment Insurance

State law provides unemployment compensation benefits if an employee loses their job through no fault of their own, such as a layoff. This benefit will provide the employee with temporary income until they find other employment. The applicable state agency supervising employment affairs determines the eligibility requirements and waiting periods. The Company pays the cost of the state unemployment insurance.

Worker's Compensation

State law provides compensation if the employee suffers an industrial injury or occupational illness as defined by Worker's Compensation Law. In the event of an industrial injury or occupational illness of any kind, immediately notify your immediate supervisor. Except in emergencies, it is expected that employees will complete an accident report and obtain supervisor authorization before receiving medical treatment.

Worker's Compensation Law requires that every work injury to any employee who requires medical service (other than first-aid) must be reported. Unless prompt notice is provided to the Company, the employee may forfeit their compensation rights and be required to pay their medical bills. The Company will not be a party to backdating or falsifying any accident reports.

Employee Referral Program

This program has been established to encourage our present staff to refer quality people to our organization. If the referral is hired, the staff member that submitted the referral will receive an immediate \$50.00 award and \$200.00 after the candidate has completed 60 days of employment. Awards will be paid as soon as administratively possible on the Company's regular pay cycle.

Higher referral award amounts may be available for referrals for certain positions or during recruitment campaigns.

Please refer to the following guidelines:

- A referral form must be completed and signed by a supervisor upon the candidate being hired. The supervisor will route the signed form to hr@bishs.com for processing.
- Referral bonuses will be processed on the next available paycheck will be taxable under IRS regulations.
- In the event two people refer the same individual, the award may be split; otherwise, it will be based on the first referral received.
- Employees in supervisory roles or with recruitment responsibilities are not eligible for Employee Referral bonuses.
- Only active employees are eligible to receive payment.

Bonus and incentive payments

At the Company's discretion, you may be eligible to participate in various Bonus and Incentive programs. Any Bonus or Incentive earned will only be due and payable to active employees at the time the Bonus or Incentive is actually paid.

Holidays

Regular Full-time Hourly Employees will receive Holiday Pay for the following five holidays: New Year's Day, Independence Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Paid Time (PTO)

Relentless Dealer Services recognizes that our employees need time to rest and enjoy themselves outside of work. Due to the nature of our industry, time away from work must be managed carefully to ensure the needs of our business and customers are met. Please remember that having PTO time in your bank does not entitle you to use it without prior approval. Familiarize yourself with the "PTO Use

and Approval” and “PTO Carryover Limit and Timing” information in this section to ensure you fully understand our PTO policies.

Full-time regular employees are eligible for PTO as follows.

Exempt Employees

As an exempt employee, RDS expects that you will manage your time independently to ensure that your work responsibilities are met in an effective and timely manner. Exempt employees are eligible for unlimited PTO as long as job duties are fulfilled. Time off must be approved in advance by the employee’s manager and may not be available during peak times or blackout dates.

Hourly (non-exempt) Employees

Paid time off (PTO) is offered to full-time hourly employees, based upon your length of employment with Relentless Dealer Services. Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness, appointments, emergencies, or other situations that require time off from work.

PTO is accrued on a per-pay period basis, according to the table below.

PTO is accrued per pay period, as shown in the table below.

Years of Service	Accrual per bi-weekly pay period	Annual PTO Accrual	Maximum PTO Carryover on <u>March 1st</u> of each year
1 – 2 years	1.55 hours	40 hours	40 hours
3-4 years	3.08 hours	80 hours	40 hours
5 or more years	4.62 hours	120 hours	40 hours

Use and Approval of PTO

Having PTO time in your bank does not necessarily mean that you will be able to take PTO at a time of your choosing. While every effort will be made to accommodate individual needs, PTO must be approved in advance to ensure proper staffing for our customers.

Due to the nature of our business, employees are strongly encouraged to schedule PTO time as far in advance as possible and during “off-peak” time periods, such as during the winter months.

Time off may not be available or may be extremely limited during the week before Memorial Day, the 4th of July, and Labor Day, and during your store’s winterization event days (blackout dates). Managers may elect to have additional blackout dates where no time off will be granted.

Time off requests must be submitted and approved through the proper channel, as determined by the Company, your department, and/or your Manager .

PTO Carryover Limit and Timing

To facilitate the use of PTO time during the off-season, employees may carry over their accrued, unused vacation time into the following calendar year; however, a maximum of 40 hours of accrued and unused PTO time may be carried over into the Spring. On March 1st of each calendar year, any accrued, unused PTO time in excess of 40 hours will be forfeited.

Payment of PTO upon Termination

Accrued, unused PTO is not paid out upon termination of employment, except where mandated by state or local law.

Relentless Dealer Services University

Relentless Dealer Services University, hosted on the RDSU learning platform, provides a wide array of online classes and learning programs for your current position and future advancement. Your RDSU sign-on is provided to you shortly after you begin employment. For more information, contact our Chief Training & Development Officer.

Gym Membership Reimbursement

RDS encourages our employees to maintain a healthy lifestyle and provides this program to help defray the cost of a gym membership. A signed Gym Reimbursement form must be on file to participate. Employees may be reimbursed \$3.00 for each gym visit, up to 13 visits per month, for a maximum reimbursement of \$39.00. To receive reimbursement, the employee must provide a visit/swipe monthly count from their health club to payroll no later than the 15th of each month for the prior month's visits. For full details, refer to the Gym Membership Reimbursement form.

ACKNOWLEDGEMENT AND RECEIPT OF EMPLOYEE HANDBOOK

The Employee Handbook is a compilation of personnel policies, practices, and procedures currently in effect at Relentless Dealer Services. I understand that I should consult with my Manager, the Company President, or Human Resources regarding any questions not answered in the handbook. I have entered into my employment relationship with Relentless Dealer Services voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either I or Relentless Dealer Services can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.**

I understand and agree that other than the President of Relentless Dealer Services or designated representative of the company, no manager, supervisor, or representative of Relentless Dealer Services has any authority to enter into any agreement for employment other than at-will; only the President of the Company has the authority to make any such agreement and then only in writing signed by the President of Relentless Dealer Services.

This manual and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of your employment with Relentless Dealer Services. By distributing this handbook, the Company expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

Personnel policies are applied at the discretion of Relentless Dealer Services, and Relentless Dealer Services reserves the right to change, withdraw, apply or amend any of our policies or benefits, including those covered in this handbook, at any time, may notify you of such changes via email, posting on the Company’s intranet portal or website, or via a printed memo, notice, amendment to or reprinting of this handbook, but may in its discretion, make such changes at any time, with or without notice and without a written revision of this handbook.

By signing below, you acknowledge that you have received a copy of the Relentless Dealer Services Employee Handbook and understand that it is your responsibility to read and comply with the policies contained within it and any revisions made to it. Furthermore, you acknowledge that you are employed “at-will” and that this handbook is neither a contract of employment nor a legal document.

Employee's Signature

Employee's Name (Print)

Date